

Position Description

Position	Initial Assessment and Referral (IAR) Training and Support Officer
Location	Heatherton
Directorate	Mental Health and Wellbeing Service Innovation
Reports to	Manager
Employment Status	Full-time/ part-time, 24 month maximum term position

About South Eastern Melbourne PHN (SEMPHN)

SEMPHN is a leader, facilitator and influencer towards the shared goal of better primary health care.

We are one of six Primary Health Networks (PHNs) in Victoria, and 31 PHNs across Australia, with around 1.5million residents in our catchment.

Reporting to an independent Board, we are funded primarily by the Australian Government to help people in south east Melbourne get the health care they need, when and where they need it.

We do this by:

- commissioning out-of-hospital services, locally.
- partnering to make quality care more accessible and integrated, and easier to navigate – especially for people who need it most.
- helping primary health care professionals to deliver the best care possible – now, and into the future.
- influencing Government policy on primary health care reform.

Evidence-based practice is the foundation of our work, and we are constantly asking, 'together, how can we do this even better?'

The Australian Government has seven priority areas for improvement and innovation for primary health: Mental health; Alcohol and Other Drugs (AOD); Aboriginal and Torres Strait Islander Health; Aged care; Population health; Health workforce development and Digital health.

In this context, we challenge the status quo and often design things differently, with a very clear goal to measurably improve health. This is the ultimate indicator of our success.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Collaboration; Community; Accountability; Respect; Excellence; and Solution focused.

In facing the many opportunities and challenges in our work, our people are exceptional at adapting to evolving needs

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About the Directorate

The Mental Health and Wellbeing Service Innovation Directorate leads change in the areas of commissioning services across the region enabling SEMPHN to both increase access to primary health care services and shape the system that delivers those services. This team provides the essential capacity in service design, including co-design and contract management necessary for intelligent and efficient commissioning activities.

Job Summary

The Australian Government announced a \$2.3 billion investment in mental health through the National Mental Health and Suicide Prevention Plan (the Plan) to lead landmark reform. The Plan includes \$34.2 million to expand and implement the Initial Assessment and Referral (IAR) tool in primary care settings.

SEMPHN is looking to hire a qualified and experienced IAR Training and Support Officer (IAR TSO) to support General Practitioners and staff as well as referrers and funded providers in our catchment to learn about, use and embed the IAR in clinical practice. This role will facilitate how the IAR tool is easy to use and be integrated into current clinical practice, which will boost GPs meaningfully use the IAR.

IAR TSOs will be trained on a 'train the trainer' basis in both the use of, and training in, the IAR. Training, support and material will be provided as part of the role.

Key Responsibilities

Initial Assessment and Referral (IAR) tool

- Attend training with the National Project Manager (NPM) to build capability and confidence in using the IAR, facilitating training and supporting GPs to implement the IAR.
- Become familiar with both the Guidance document, Implementation Toolkit and the Decision Support Tool (DST) and be able to assist clinicians and professionals to navigate and use these resources.
- Training materials will be provided to support the role however it is expected that this role will contribute to the ongoing development and improvement of the suite of training materials.
- In consultation with Clinical Councils and local GPs, PHNs will develop a plan for disseminating and implementing the National IAR Guidelines locally

IAR Training and Support to stakeholders

- Provide IAR training to GPs and other clinicians in Adult Mental Health Centres, Child Hubs, General Practices, and Aboriginal Medical Services, and commissioned providers, and in the future Kids Mental Health Centres, Residential Aged Care Facilities and Local Hospital Networks.
- Attend meetings to provide reporting updates on training numbers for all staff trained, share enablers and discuss any barriers encountered through the role monthly (or more frequently if required) with the Department of Health (the Department) and, if required, the NPM.
- Facilitate regional activities deemed important and valuable by local GPs (e.g., peer-led learning groups or communities of practice).
- Identify potential obstacles to implementation and tailor implementation strategies to the local contexts.
- Offer training and ongoing support via multiple channels – online, telephone, videoconference and on-site to meet practitioner needs.
- Meet the GP training target set for SEMPHN
- Keep records of GPs and all staff trained and the method used – e.g., face to face or through digital means such as Zoom.

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- Provide GPs and other clinicians with a link to a standard survey at the end of training and seek feedback on ways to improve training and information
- Maintain a record of Frequently Asked Questions, that are not already answered and support continuous improvement to education and training.
- Follow up support may require onsite visits particularly for any additional calibrations for vulnerable cohorts.
- May be responsible for applying for CPD recognition locally

Stakeholder Relationship and Engagement

- Build relationships with and maintain regular contact with General Practices, Adult Mental Health Centres, Child Hubs (as they are established) and Aboriginal Medical Services in our catchment to promote use and maintain open lines of communication for queries.
- Build strong relationships with IAR TSOs across the PHN network, exploring opportunities for cross-boundary learning and collaboration.

Reporting and Planning

- Assist with the development of a plan for disseminating and implementing the National IAR Guidelines locally. This plan will define the activities that will encourage local adoption and implementation - forecasting anticipated challenges and developing strategies to address these challenges.
- The plan will also include strategies for integration with broader general practice support activities — e.g., continuing education and quality assurance, performance monitoring and accreditation activities.
- Consider strategies that allow for effective embedment of the IAR TSO within both the mental health and provider engagement teams of the PHN.
- The plan should provide details on:
 - clinical leadership supports to be made available to the IAR TSO,
 - how the IAR TSO will leverage the mental health and provider engagement teams.
- SEMPHN is required to supply the Department with an IAR progress summary on a 12 monthly basis in line with existing PHN mental health reporting timeframes.

Team Membership

- Promote, and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.

Quality

- Actively participate in and contribute to a continuous culture of workplace quality improvement activities.
- Comply with all relevant legislation, regulations and professional standards.

Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

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Key Relationships

Internal

- All staff within South Eastern Melbourne PHN
- Provider Support team
- Access & Referral team
- Service Development teams

External

- GPs
- Allied Health Providers
- Clients
- Relevant mental health and alcohol and other drugs agencies and organisations
- Broader service system and sector agencies

Key Selection Criteria

Qualifications

- Tertiary qualifications and current registration with a relevant professional registration body in fields such as psychology, social work, mental health nursing or occupational therapy.

Skills, Knowledge and Experience

- Significant relevant clinical experience in primary care, tertiary or the community sector, ideally in the mental health field.
- Experience working with general practice, and an understanding of the workflow of general practice to assist the general practice to seamlessly embed IAR into routine practice
- Experience providing training, one-on-one and group training, on a web-based tool or program.
- Demonstrated relationship management and building experience
- Demonstrated project management skills including planning, implementation, monitoring, and report writing
- Experience in delivery & coordination of projects.
- Highly developed presentation and interpersonal skills including ability to build influential and productive working relationships with a range of stakeholders.
- Sound experience with written documentation such as reports, emails and other administrative functions.
- Ability to multi-task, set priorities and meet strict deadlines.
- Knowledge of referral pathways, eligibility criteria for mental health psychosocial services and knowledge of digital health technology.
- Excellent communication (verbal and written) and negotiation skills.
- Demonstrated ability to problem solve, decision making and advocacy in order to prioritise and coordinate support for clients, including those with complex needs.
- Proficiency in the use of Microsoft Office suite.
- Must be available for training in the evenings and on weekends to accommodate the availability of GPs.

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Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check will be required in accordance with government funding requirements.
- Staff are required to provide evidence of full COVID-19 vaccination status.
- All employees of SEMPHN may be required to work across the SEMPHN catchment.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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